



### MESSAGE FROM THE DEPUTY CHIEF

In the nearly six months since the Office of Ethics and Integrity (OEI) opened our doors, we have been busy building the framework to develop and implement a comprehensive ethics program that will reach all City employees in departments under the Mayor. As you will read in this issue of *Words and Deeds: Ethics and Diversity News*, the first of our bimonthly (every other month) newsletters, our work to date includes the successful delivery of ethical decision-making training, preparations for the employee Ethics Culture Survey, and more.

As you may know, Diversity Commitment, the Citizens Review Board of Police Practices, and the Human Relations Commission have been brought under the umbrella of OEI. Keep reading to learn more about recent developments in these areas.

With your help, we can be successful in our efforts to foster high ethical standards for all City employees and to promote employee conduct that strengthens and enhances the public's confidence in the integrity and reliability of the work that City employees perform. For more information, or to share your comments or suggestions, please visit our website at [www.sandiego.gov/oei](http://www.sandiego.gov/oei).

—Jo Anne SawyerKnoll, Deputy Chief Ethics and Integrity

### DIVERSITY UNIVERSITY OFFERINGS ANNOUNCED

#### *Plans underway to continue successful program*



Dedicated to creating an environment where differences are valued and all City employees are a productive part of a high-performing team delivering services to the community, the Diversity Commitment is now a part of OEI. One of the most eagerly anticipated Diversity Commitment programs is Diversity University, which has been offered to City employees since 2004.

[Diversity University](#) is offered in a series of four 8-hour classes, meeting once a week for four weeks. Employees must attend all four days in a series. Classes are facilitated by the City's Diversity staff, and run from 8am to 4:30pm. Diversity University is held at City facilities on City time. Each series can accommodate up to 40 employees. This group will attend all classes together, and receive a certificate and Diversity pin upon completion.

Topics covered in Diversity University include:

- Diversity, Inclusion and Cultural Competency
- Sources of Our Identity
- A Look at Prejudice
- Oppression and Institutionalized Discrimination
- Communicating Effectively Across Differences
- Using Dialogue to Build Understanding
- Gender Communication Style Differences
- The Added Value Differences Bring to the Workplace
- Applying the Learnings: Case Studies and Action Planning

To sign up for one of these series, fill out a Diversity University Registration [form](#), get approval from your supervisor, and send the form to MS9A. If you have any questions, please call Jeanine Hillis at 619-236-6960.

#### **FY07 Diversity University Schedule**

Environmental Services Auditorium  
9601 Ridgehaven Ct.  
Wednesday, 9/13  
Thursdays, 9/21, 9/28, 10/5

College Rolando Library  
6600 Montezuma Road  
Wednesdays: 10/25, 11/1, 11/8, 11/15

MOC II Auditorium  
9192 Topaz Way  
Thursday, 1/18  
Wednesdays: 1/24, 1/31, 2/7



## **ALL EMPLOYEES INVITED TO TAKE ETHICS CULTURE SURVEY**

In coming weeks, OEI will be inviting all employees to take a survey that will provide their views of City ethics standards and behaviors. The Ethics Culture Survey will:

- Be given to ALL City employees
- Be voluntary
- Be available online and in a pen & paper version
- Be conducted by a professional survey company to ensure an unbiased assessment
- Be anonymous
- Be multiple choice
- Take less than 30 minutes to complete

By taking the survey, you can help OEI understand what ethics issues are important to City employees. OEI will use this information to devise the training that will be rolled out to all employees later this year.



## **OEI ETHICS TRAINING BEGINS**

### *Inaugural Ethical Decision-Making Training Given at Project Management Academy*

Nearly 25 employees involved in the planning, design or construction of public improvement projects were part of OEI's inaugural ethical decision-making training session. Presented at the City's Project Management Academy, the scenario-based training was designed to help project managers

confront ethical dilemmas they face in real life on-the-job situations.

"We asked participants to reflect on their own thought processes as they deal with an ethical dilemma," explained Diversity and Ethics Specialist Jeanine Hillis. "That is using the skill we want them to develop-- their own judgment-- only slowing it down in training so they can practice, and get more comfortable and more skilled. Asking them to reflect on their thought processes is at least as important as asking them how they would handle the situation."

Participants were divided into small groups and given two scenarios involving ethical decision-making. The groups discussed what might be "trigger reactions" that identify the need for careful consideration of a situation, as well as what they would do in each case and why.

Participants valued the customized scenarios and group discussion. Asked about the session afterwards, one participant wrote, "the two scenarios were very realistic and it was interesting to hear how others approach the same situation." Another described the session as useful precisely because it is "applicable to my profession".

OEI is available to provide *ad hoc* ethics training to City departments as a resource to strengthen our work environment. To arrange a training, contact OEI.

## **CITIZENS REVIEW BOARD WELCOMES NEW MEMBERS**

### *Four join the Board; New Chair and Vice Chairs Elected*

The Citizens Review Board on Police Practices (CRB), an independent citizens group to assure the public that complaints against San Diego police officers are investigated thoroughly, completely and fairly, welcomed four new members to its ranks this month.

The new Board members are: Myra Harada, manager, Curriculum & Instructional Services with the San Diego Community College District; Charles Wesley Kim, Jr., counselor at law; Ken Wheatley, vice president of corporate security, Sony Electronics; and Caroleen L. Williams, director of government relations, General Electric Security.

Elected to lead the Board are James M. Dort (Chair), Loren Vinson (1st Vice Chair), and Jan Allen (2nd Vice Chair).

CRB is comprised of 23 members who represent a diverse cross section of San Diego's citizens. "Every effort is made to make sure the Review Board looks like San Diego, in terms of race and ethnicity, gender, geographic location, and age," said Scott Fulkerson, the board's executive director. Members put in, on average, 20-30 hours per month, receiving extensive training covering all aspects of law enforcement, participating in "ride alongs" with police officers, and reviewing and evaluating complaints brought by the public against officers of the Police Department of the City of San Diego.

To learn more about the Citizen Review Board on Police Practices, go to [www.sandiego.gov/citizensreviewboard](http://www.sandiego.gov/citizensreviewboard).

***The Office of Ethics and Integrity's mission is to strengthen the City's Ethical Climate so that HONOR is cherished, personal integrity, and ethical courage are the cultural norms and all employees are supported and encouraged to use their judgment and initiative in the conduct of ethical practices in the workplace.***

***Through these practices, our workplace will become more customer service oriented; our workforce motivated and satisfied; and public trust will be restored.***